

WELCOME TO ONE STEP UP EARLY CHILDCARE HANDBOOK

2020-2021



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Childs name : _____

Childs start date: _____

Childs birthdate: _____

Parents name _____

Parents cell number _____

One Step Up Early Childcare
(Learning center)

onestepupearlychildcare.com/ onestepup172@gmail.com

Parent/Educator Handbook

We Love, We Share, We Care

A Little bit about us,

One Step Up formerly known as Loving Family Childcare was established in Hyattsville Md. in March of 1998 and have been growing strong ever since.

Head provider, owner and director of One Step Up Early Childcare is LaToya Williams.

Mrs. LaToya is the name all the children and parents call her she is currently the mother of five, a 23-year vet in the childcare industry. Mrs. LaToya have been in the childcare field since 1998 Over the years Mrs. LaToya has obtained over 380 hours of continue childcare education Along with her 23 years and counting experience in childcare, Mrs. LaToya has also received two degrees, one in criminal Justice, one in Bachelor of science in psychology and to top things off she is currently working to obtain her Master of Science in Counseling/Clinical skills. With all Mrs. LaToya experience and time in the childcare field she is currently qualified to be the lead director a childcare center with over 40 children. Mrs. LaToya is a child advocate a published author of her own story titled "My Pain is my Legacy". She also loves to write beautiful literature for the curious little minds so don't forget to check out her kids book as well titled NATO the little tomato and his big adventure. **Both books are located on the web and Barnes and Noble.**

Teacher/Co-Provider AND Mrs. LaToya very own Prodigy (Mrs. Destinee)

Just like Mrs. LaToya, Mrs. Destinee has the same amount of love courage and energy to be a perfect candidate in the childcare field, to make things better she is Mrs. LaToya daughter. The best of both worlds to have a worker and family member with the same amount of passion as the director/owner. Mrs. Destinee of course grew up in the childcare business, but no one knew then that she would take the leadership role to become a loving teacher and passionate provider. In the year 2012, over eight years ago Mrs. Destinee became licensed/and first aid certified, and she currently have obtained over 100 hours of training and nearly 8 years of childcare experience. As the years grow so do her talent in the field. Mrs. Destinee is loving, and all the children attach themselves to her. It makes the parents happy and look forward to her smile and warmth each morning upon arrival.

Children are my passion, and giving back to the community is my goal

Hours of operation:

My Childcare Program is open from 7:00am-6:00pm, Monday-Friday
Weekend care by appointments/ extended hours available as early as 6:30am
and as late as 6:30pm for an additional fee.

Enrollment Procedures:

Enrollment/Registration Fee of \$85.00 is due at time of interview sitting. This fee is required for paperwork to be completed for your child and any supplies that may be needed before enrollment. This fee is non-refundable. (By signing this form, you acknowledge and agree with the terms of page 1 of this handbook)

Please initial X _____ (here)

The following forms must be completed prior to first day of care:

1. Contract (Parent/Provider Agreement)
2. Child Information card
3. Statement/Receipts for Child in Care
4. Medication Permission Statement (if med. is to be given)
5. Child Registration/Schedule forms (FP)
6. Acceptance form

7. Handbook

Special Services/Special Needs:

At One Step will do not discriminate. We welcome all families and children that may need special care. One Step Up is here to work with each family individual need to help bring better childcare services in the state of Maryland and to all families One Step do accept children in our care with special needs. If your child has special needs. All Children with special needs or are participating in the IFSP or IEP program we ask for a copy of your child's records from the following program so we can better serve your child/ren needs. These records will ensure that the child's needs are being met individually

Deposits

I will not hold your child's space, until I have received a deposit and all required forms are signed. The contract must be signed by each person responsible for the child's tuition, copies will be provided, if needed

Termination:

If for any reason you need/must terminate your childcare services a three week notice must be given All notices must be given through email at: onestepup172@gmail.com

Notice must be given on a Friday along with first payment and two more payment are due thereafter. All Payments are due for the notice period, whether or not the child (ren) is brought to daycare. The Three weeks’ notice is considered the minimum; amount of time to be given

Notices are given in advance to prepare for the open space/loss of income. And to allow childcare time to fill the space to prevent the loss. If notice is not given, legal actions will be taken, and the parents will be charged all legal fees that may incurred. Along with a termination fee of \$600 and the three weeks of childcare. (Look in contract for an example of how notice is given)

One Step Up will also give at least a two weeks’ notice if the child is to be terminated from care. One Step Up retains the right to terminate this contract WITH OUT NOTICE in the event of destructive, uncontrollable, or violent behavior, or in the case of delinquent fees.

One Step Up reserve the right to withhold the (EIN) number from any parent who is in breach of contract or has an unpaid balance. (EIN) with total will be given once arrears are paid.

Parents are responsible to pay the contracted amount agreed whether or not their child/ children attend or miss a day or more, as long as there is an active contract is in place.

By signing this form, you acknowledge and agree with the terms page 2 of this handbook)

Parents Signature _____ Date _____

Drop off times

Children must arrive at daycare no later than the 9:45am cut off time , within exceptions of doctor’s appointments.

Vacation and Absences:

One Step Up closes for one-week during the year, which is a paid week, One Step will notify all parents in advance or the beginning of the year of the date. New parents will get notification for up and coming vacation at signing of contract. All parents will be responsible for paying for the vacation week, with the exception of the child was recently enrolled with 3 weeks of the vacation period. Parents are also responsible for finding alternate care during that time.

All parents will be expected to pay for vacation week, with the exception of enrollment date being three weeks prior to vacation date

One Step Early Childcare program will be closed on the following holidays :(All Federal government Holidays

Christmas Eve, Christmas Day, New Year's Day, Memorial Day, the 4th of July, Labor Day, Thanksgiving Day, and the day after Thanksgiving. If any holiday falls on a Saturday, I will be closed on Friday, if any holidays fall on a Sunday I will be closed on Monday. Payment will be expected for these days.

Absence due to Illness in Family:

Although One Step Up, will make every attempt to be available each day, there will be occasions when another family member may become which and affect if we are unable to provide service. Parents will be notified as soon as possible if this occurs. we would strongly suggest that you have some kind of back up childcare lined up for these times. .

There is limited number of spaces available therefore; weekly payments are not based on a Childs attendance. No refunds are credits are given for late arrivals, early departures, or absences due to child/parent illness.

PARENT PLEASE INTIAL page 6 _____ DATE _____

Remember: Quality Childcare is not expensive...it is **PRICELESS!**

2020-2021 Childcare Market Rates:

Rates go up each year if you come in at a certain rate your rate will not decrease, or increase / current parent rates will stay the same

<u>Fulltime</u>		<u>Part-time</u>
<i>Under1yearold~</i>	\$300/wk.- FT	\$75.00~ up to 4 hrs./day
<i>1yearsold~</i>	\$275.00/wk. -FT	\$90.00~ 5-10 hrs.
<i>2yearsold~</i>	\$250/wk.-FT	\$40.00 per hr.
<i>3yearsold/older~</i>	\$225.00/wk.-FT	4&5-year-old \$210/wk.
<i>Walk-ins/Drop-in Care~</i>	\$85.00- \$90 a day	
	After care \$175 week without transportation	
	Before care \$135 week	

Rates are negotiable upon time of signing up/within exceptions

Other Fees:

****Late payment Fee:** \$20dollars /day that payment is not received. If fees are not paid by Friday at pick-up every day following a \$20 late fee will be added to your initial payment (INCLUDES: Saturday and Sunday). If not paid by the following Monday (2 days late) \$20 will be added to your payment and care will not be given on that Monday w/o payment in hand at drop-off. PARENT PLEASE INTIAL DATE

Late Pick –up fee: There will be a charge of \$1.00/per child every minute you are late picking up your child (ren) after the normal contracted time. If you call ahead of time and let us know that you will be late this fee **may be waived** or lowered

Returned check Fee: \$75 plus the above described LATE fees, plus any additional costs I incur from a returned check. Future payments will be on a "Cash ONLY" basis.

Payment Schedule: Payment is due weekly @ drop off on Friday morning

Check, money order paying please make checks written out to: LaToya Williams (One Step Up)

Receipts: For tax purposes, a yearly statement will be provided to each family by January 15. Weekly or monthly receipts will be provided if requested.

Arrival and Departures: Please send your child clean, dressed for the day, and fed, children will be playing and having a full day in daycare, please keep this in mind when you dress your child.

No one other than the parents or designated person will be allowed to pick up your

Child (ren) without prior arrangement. I must be notified in advance and have written note with the person's name and relationship to the child. I may request a photo ID.

If there is a court order keeping one parent away from the child, I must have a copy of the order on file at the daycare, Otherwise I cannot prevent the non-custodial parent from picking up their child.

Parents, please keep, One Step UP from all domestic situations, we are not able to come to court or play sides between parents, our concern is the wellness of the child.

If a domestic situation occurs, we do not want to be the middle person and we cannot play sides. Please keep all domestic situations at pick up or drop off within 600 feet away the daycare.

(By signing this form, you acknowledge and agree with page 9 and the previous 8 pages along with the terms of this handbook)

Parents Signature _____ Date _____

Conference form

Dear Parents/Guardians:

Parent-Provider Conferences are an important opportunity where we can sit down and discuss your child's progress in the daycare. This form is included in your handbook for your use when wanting to request a conference. One Step Up also have conferences twice a year one in the fall and another in the spring. As a reminder of our upcoming conference, I will send a copy of this form with the scheduled time and date two weeks in advance of the conference for our Parent-Provider meeting.

Conferences are always available by request. If you wish to schedule a conference, please email me at childcare@onestepyearlychildcare.com or submit this form with your request

Please sign and return the lower part of this letter as soon as possible. I look forward to meeting with you.

Scheduled Day _____

Time of Conference _____

Childs name _____

Parent name _____

Please check one,

_____ I will be able to attend as scheduled.

_____ I will NOT be able to attend as scheduled

_____ please schedule me for the following Date/time

Telephone number: _____

Parent's signature: _____

Daily schedule:

Depending on the needs of the children, schedule times are flexible and may vary.

7:00-9:45am Drop off time/ bathroom for children trained / diaper changing time for infants

8:00-9:30 Breakfast is served to all ages (infants and toddlers)

9:30 Story time/Literacy Activity for toddlers / infants have Block time and free play, tummy time children on IFSP/IEP program will have their individualized lesson plans as required by the program.

10:00 AM Snack time all ages

10:30 Outside Playtime all ages/ infants swing time

11:00 clean up time preparation for lunch/ bathroom and diaper changing time

11:30-12:15 Lunch All ages

12:25-2:25NAP/Rest time all ages

2:30-2:50 preparation and wake up time all ages/ diaper changing for infants Bathroom time everyone else

3:00 PM Snack time all ages

3:30- 4:00 Story time all ages / children on the IFSP/IEP will have their individualized lesson plans as required by the program. Infant's puppet time/ floor play

4:00 Craft time all ages (painting, coloring)/ Infants one on one care with playing with soft hand toys and talking to them.

4:30-5:00 circle time Song time

all ages/ infants floor play,

children on IFSP/IEP program

will have their individualized lesson plans as required by the program.

(cont next page)

5:15- close / all age's preparation for home, bathroom and diaper changing time exercise time all ages/ infants interactive toy play.

Nap time/Rest time: No child will be forced to sleep; however, they must remain quiet. And lay down during naptime parents must provide clean bedding every Monday. Infants blankets are sent home daily.

Behavior Management & Discipline:

Daycare Rules:

- 1- No hitting, biting, pinching, throwing, pushing, hair pulling, or otherwise hurting we or other (keep all feet, hands, and other objects to yourself)
- 2-No intentionally breaking anything
- 3-No running, jumping, wrestling, climbing, etc. In the house or on furniture

4-No picking up babies or toddlers

5-No leaving the Daycare or outside boundaries

6-No name calling, foul language, or teasing; everyone deserves to be treated with respect

7-All food and drinks shall remain in the eating area

parent please initial page 13 agreeing with this along with all 12 other pages of the handbook

Parents Name _____ Date _____

Child Abuse: I am required by law to report any suspected physical, emotional, sexual abuse or neglect.

Safety/Evacuation, Fire Drill: One Step Up performs fire drills and evacuation drills once a month to assure we can proceed in a timely matter in case of any emergency. All fire drills and evacuation plans are logged and placed in a folder for record keeping.

Fire extinguishers upkeep: One Step Up follows the required steps to assure a working fire extinguisher in case of emergency. Fire extinguishers is serviced yearly to assure that is in working condition. All fire extinguishers are located at the exit doors as required by the fire Marshall along with a working flashlight.

Release of child authorization: As a Provider we are legally responsible for the safety of every child and can be held liable for releasing a child to an unauthorized person. One Step Up will only release a child to those having a legal right to remove a child or someone who was previously authorized by a parent or legal guardian. Children can also be released to civil authorities (i.e., police, paramedics, and child welfare workers). Parents can properly “authorize” individuals with an “authorization card” (different from an emergency card) to permit those persons to pick up their children. If parent needs One Step Up to release their child to someone whom they have not previously filled out an authorization card to pick up their child, the parent should be asked to immediately provide authorization in writing prior to pick-up. The written authorization should include the person’s address, telephone number and a brief description of the individual’s physical appearance. Providers may want to obtain photographs and driver’s license of authorized pick-up persons to ensure child safety and decrease any future problems.

Meals/Snacks: All meals and snacks will be provided for children over 18 months of age, in accordance with the USDA menu. One Step Up, do not provide Formula for infants; parents must supply formula of their preference or Breast milk (please make sure all Breast milk is labeled) Children of all ages with allergies or special diets parents must supply all food for that child to prevent allergic reactions.

PARENT PLEASE INTIAL _____ **DATE** _____ acknowledging Meal/Snacks

Parents who Breast-feed/Bottle feed: One Step Up, ask that you try to avoid breast feeding before dropping off, due to much experience infants that are breast fed in the morning refuse to take a bottle throughout the day. Also, One Step Up, ask that all parents please Feed infants in morning before dropping off is possible.

Toilet Training: I will be more than happy to help with toilet training your child; however, I ask that you begin the training process at home, over a weekend or a vacation, before starting at daycare. (Please ask for toilet training policy when ready) toilet training fee range from \$10-18 dollars weekly depending on stage.

(By signing this form you acknowledge and agree with the terms of this handbook)

Parents Signature _____ Date _____

Diaper Changes: Diapers are changed every 2-3 hours or more frequently upon if required.

Parents are responsible for providing:

- * 1 pack of Diapers (As needed for Diapers) and 3 pack of wipes (Monthly for wipes)
- *3 change of clothes placed in seal freezer size Ziploc bag with socks, t-shirts, tops and bottoms)
- *Food for infants for the full day
- **sunscreens, Bug repellent, fever and cold medications, diaper ointment, teething medications, etc. (if needed-must have med. form filled out and signed)
- *Weekly Childcare Fees
- 1 clear photo of child updated yearly

Toys:

The daycare has adequate number of toys available to meet the children's need for fine and gross motor play. Toys may be brought from home for children ages 12months and under or on share days for children 12 months and older. Parents take the risk when sending Toys for older children of a lost toy we will not be responsible for lost or broken toys!

Water play: I have a sprinkler for the "HOT Summer" days. I will ask parents to provide bathing suits and towels for these days.

Property Damage:

Respectful treatment of all property, toys, and furniture is expected. Parents may be asked to pay for any destruction of property that their child causes.

Personal Items

Parents are asked to please be cautious of sending children with earring that can come out there ear, beads, batteries and jewelry we know they are adorable on the little ones , Our focus is to protect your child so we are unable to monitor those items throughout the day. The best way I can say it is (SEND AT YOUR OWN RISK)

(By signing this form you acknowledge and agree with the terms of this handbook)

Parents Signature **Date**

Health Matters

Please keep in mind no child is allowed in care if s/he is sick; I can only care for well children after covid-19 any children with cold-like symptoms will be refused until a notice from doctor states return (

If your child is displaying a fever greater or symptoms of a communicable diseases/he cannot be brought to childcare. If your child becomes ill during their time in care, Parents will be asked to come pick up there your child or have an emergency contact that can pick up child within a 60 min turn around time.

Medical Emergencies:

For minor injuries like bumps or bruises, I will provide home first aide. If the injury is more serious (ie. needs stitches, suspected broken bones, etc.) Parents will be notified immediately.

In case of a serious accident or sudden illness requiring medical attention, the following procedures are followed:

- 1) A phone call is made to 911
- 2) Child's parents (or emergency contacts) are called.

Please make sure that all emergency contact info is up to date and correct, report changes immediately. If you list a cell phone or pager as your main contact, please make sure they are on at all times while child is in my care.

Pets

Please be an aware that One Step Up, have one family Yorke. The children have no contact with the Yorkie. The dog is not around during daycare hours. The children may see the dogs in passing. Any animals we may have will always have all the required shots and Flea free.

Smoking: There is ****NO SMOKING**** on or off the property.

Photo taking: Documentation of Daycare activities is part of the One Step up Daycare program. In this way, we can document our experiences, building of friendships, and some memorable times. Parents will be required to give written permission to photograph your child. Parents will receive any photos that are taken of their child (ren).



Photo Release form

Dear Parent/Guardian,

We, at the One Step Up Early Childcare, would be from time to time taking photos of students during their activities within the premises. In this regard, we seek your consent for the publishing or use of photos which your child may be included.

The photos will be used for bulletin boards, marketing or advertising, and/or marketing updates posted via the social media daycare pages, website, and/or within the walls of the daycare premises.

Should you decided to take back your authorization later on, you may do so by writing to us.

For protection of privacy of the child, we guarantee that names will not be included.

_____I hereby grant and authorize the daycare to make use of photos involving my child;

_____do not allow the use of the photos taken involving my child

Childs name _____

Parents Signature _____

Date _____

****FINALLY****

We are always open to suggestions and feel communication is very important part of this business.

If there are any problems or concerns,

We encourage you to talk to the director (Mrs. LaToya) The best hours are, between the hours of 7:30 am-7:00pm Monday-Friday only please place your call on the daycare cell phone at 301-708-9887 if a lengthy conference is needed, a time that is convenient to both parties will be scheduled.

Thank you for the opportunity to work with you and to be part of your child's life. We look forward to the future!

One Step Up, retain the right to enforce these policies at will. Lack of enforcement of a certain policy at any given time does not indicate that that particular policy is no longer in effect.

I also retain the right to add to this Handbook as needed, if something comes up!

Thanks again-(By signing this form you acknowledge and agree with the terms of this 19-page handbook)

Parents Signature _____ Date _____ page 19 of 19

Provider Signature _____ Date _____

LaToya Williams/ Owner/Operator of One Step Up Daycare Destinee Joyner/ Co Provider